

EIC2100 COMMERCIAL DATABASE SEARCH REQUEST

Staff Use Only

Complete 705 Template Search Requested

☐ RUSH - SPE signature required: _____

Access DB# 82998

Business Methods Case: 705/ 40

Log Number _____

Write in 705 subclass(es) to search required files for 705 cases or cases cross referenced in 705.

Requester's Full Name: Elaine Gort Examiner #: 77459 Date: 12/23/02

Art Unit: 3627 Phone Number 703/308-6391 Serial Number: 9 / 435, 198

Bldg & Room #: PK5 7B21 Results Format Preferred: PAPER

If more than one search is submitted, please prioritize searches in order of need.

Provide the PALM Bib page or the following:

Title of Invention: see attached bib sheet

Inventors (provide full names): Kevin A. Layne

Earliest Priority Filing Date: 11/5/99

Requested attachments:

- If possible, provide the cover sheet, the IDS, examples, or relevant citations, authors, etc, if known.
- Please attach copies of the parts of this case that help explain or are most pertinent to this search. Examples are: abstract, background, summary, claim(s) [not all of the claims].

See particularly claims 1

The claimed or apparent novelty of the invention is:

Debt collection agency where the client companies (companies wanting their debtors to pay them) have access to the debt collection agency's database to allow the clients to know the status of their debtors.

This search should focus on:

(Also include keywords or synonyms)

Clients access to debt collection agencies active database.

Searcher: Julie Walko

Phone: 305-8587

Location: CP2-2C08

Started: 12/26/02

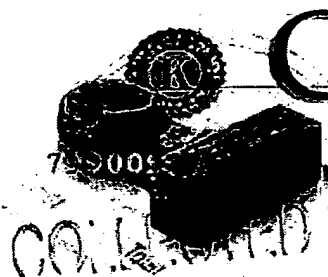
Completed: 12/27/02

Searched
-biblio
-full text
Dialog, web

Special Instructions or Other Comments

705/030

12/1/98



Collection Services

"...a proven history of collection strategies, international expertise, and a broad network of legal affiliates..."

[▲ Procedures](#) [▲ Countries](#) [▲ Submit Claim](#) [▲ Link to CLLA](#) ☒ [ACA](#)

THE ABC'S OF DEBT COLLECTION

For businesses throughout the world, the 21st century heralds the dawn of an exciting, yet extremely challenging era. Due to rapid technological advances, the nature of doing business is changing at an unprecedented rate. The entire world is opening up as a single, global market - increasing the degree of competition and the importance of credit as the foundation of commercial activity . . . offering almost unlimited potential, yet creating new, often unforeseen obstacles to overcome.

ABC, with almost 70 years involvement in the commercial debt collection industry, is uniquely placed to assist our client-partners to overcome one of today's major obstacles to profitability - bad debt.

Skill and Sensitivity

Our large collection staff is well qualified and adheres to the highest standards of excellence and professionalism. Each collector handles a claim from the very first collection call to final coordination in a lawsuit, assuring continuity in approach and consistent communication. Our aim is to preserve the relationship between creditor and debtor wherever possible. Our goal is to achieve the highest possible return on each dollar placed.

Client Care

Our culture is service-oriented and peer-cooperative. Of utmost importance to each staff member is supporting our clients and working effectively with one another. Clients are assigned one team to handle all their claims, allowing us to become familiar with your business and needs. The teams are regionally-aligned

with our sales staff, fostering a spirit of cooperation. Our client-aligned, team-based structure ensures you will receive the best care and support.

Comprehensive Reporting System

ABC collectors maintain ongoing contact with our clients throughout the collection process. Our automated collection system permits two-way communication between you and the collector, easy access to claim information, and the ability to review work in progress. We can also provide prompt tracking of a single claim, or a detailed report explaining how much was collected in free demand, personally by our collectors, amicably by our affiliate attorney, and through legal action.

Full Range of Collection Services

Because each client has different needs, ABC provides collection services from A to Z. We can effectively handle accounts of any size, in any stage of delinquency (from a few days to many months). Bulk placements are expedited by our team structure. For clients with a large number of small-balance accounts, we offer a Custom Design Letter-writing Service as an alternative to regular collections.

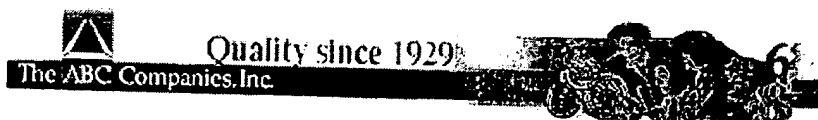
International Expertise

The primary evidence of ABC's commitment to international business is our receipt of both the President of the United States' "E" and "E Star" Awards -- the highest peacetime honor bestowed on American exporters. We understand business cultures around the world and are well organized to provide international debt collection services in over 140 countries, including all major U.S. trading partners. Our office in Tustin, California acts as our international headquarters and maintains a team of experts in debt collection abroad. We have multilingual collectors to help facilitate communication with your customers overseas.

Worldwide Affiliate Attorney Network

We have developed a network of affiliate attorneys in the U.S. and abroad who specialize in commercial law and debt recovery. These professionals are ABC's resource for specific information on local law and practice, and our extension when a local presence or legal proceeding is necessary to recover a debt.

Whether it's your customer next door, down the street, across the continent, or on the other side of the world, ABC provides the support you require to take control of your bottom line.



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